

ANNEXURE 1
ROLES AND RESPONSIBILITIES

JOB TITLE: TREATING ASSISTANT MANAGER

REQUIREMENTS OF THE ROLE

To qualify working as an assistant manager at our clinics, a Somatology background and Diploma is required. The Assistant Manager steps into Managers role on the days manager is on leave. Assistant Managers usually treats 3 days a week and steps into managers role 2 days a week when manager is off and when manager is on leave. This way there is always a person responsible for reception and management duties at every given day. There should never be a day where manager and assistant manager is on leave or out the clinic at the same time.

1. Qualities of a Treating Manager:
 - Warm, friendly and honest
 - Willingness to learn and desire to grow
 - Punctual
 - Flexible and reliable
 - Should be a non-smoker
 - Professionalism
 - Team Leader, be able to inspire, lead and operate within a team as well as to communicate in professional manner with your team members
 - Is good at problem solving
 - Vibrant and confident demeanour
 - Extraordinary communication skills with a creative flair
 - Exceptional at Sales
 - Accountable: be able to see a task to completion
 - Pro-active
 - Ensure that you are a team player and understand the importance of collaboration
2. Qualified Clinic Therapist (Cidesco, Itec or Saashp qualifications)
3. Product knowledge on our brands would be advantageous (Nimue, RegimA & Thalgo)
4. Previous Laser and Aesthetics experience and knowledge is preferential
5. Passion for the industry
6. Required to assist the manager with the below:
 - Able to perform various admin related tasks
 - Computer literate (ALL Microsoft Office Programs, Internet Explorer)
 - Knowledge of In-house Salon Software i.e. ESP (Not limited to closing sales and cash ups, stock movement, reminder SMSs to clients, providing head office with item updates)
 - Answering incoming phone calls and emails timeously
 - Assist in completing Daily and Monthly Reports when the manager is not present
 - Client liaison
 - Reception, operations and assistance
 - Assist in taking minutes of all meeting conducted by the manager
 - Assist with stock orders and inventory
 - Assist in marketing events, workshops, training and all general tasks set by the manager/owner
7. Comply with Company grooming and uniform standards, ensuring that you are presentable at all times (hair is clean and neat, 5 elements of make-up are worn, that your uniform is clean) chewing of gum when with clients is prohibited.
8. Flexibility and reliability – Ability to work overtime and outside of normal working hours to accommodate the needs of the business

ROLES AND RESPONSIBILITIES

1. Must understand and be able to perform all treatments on offer, so is able to step in and treat when necessary
2. Driving revenue, and responsible together with the manager for hitting clinic turnover targets
3. Professionalism is a key – manage this among the staff, and towards the clients
4. Implementing a high standard of hygiene, cleanliness as well as health and safety measures in the clinic
5. Passion to perform all treatments within the aesthetic industry
6. Assist the manager with the below:
 - Keeping the team motivated and inspired.
 - Set an example of guest empathy and compassion
 - Eliminate any Clinic politics, encouraging mutual respect amongst all personnel
 - Ensure that staff Retail and Service targets are met and adhered too
 - Communicate to management of any occurrences involving staff or clients that require attention
 - Responsibility for supervising salon and staff when the manager isn't available
 - Ensure treatment rooms are clean and hygienic and are fully stocked and maintained at all times
 - Greet clients and ensure that they are serviced by the right therapist
 - Oversee scheduling duties to make sure that both attendant and clients time is optimized
 - Assist the manager in creating and implementing marketing plans to sell the clinics services and retail products
 - Ensure daily room check lists are signed off and checked, management to sign off that all is completed.
 - Report to Clinic Management any disputes or misconduct in Clinic Treatment Area when the manager is not on duty
 - If required, collect payments from clients for treatments completed and products sold
 - make sure that the opening and closing of clinics is followed according to the checklists
 - ensure that the managers file is updated with daily through handover notes are done
7. Promote the sale of clinic products in conjunction with clinic treatments and educate clients in their use. Actively promote homecare programs to all clients.
8. Communicate monthly specials and promotions to clients knowing our available options on courses, packages and pricing according to the treatment catalogue
9. Record details of all treatments in client files and ESP
10. Consistently follow all policies and procedures as outlined in the manuals
11. Networking i.e. make sure therapists do courtesy, future appointment follow ups for regulars
12. Ensure that proper care of all machinery and equipment and if there is an issue report to manager
13. Therapists have to be at work 15 - 30 minutes prior to their shift and are not allowed to leave until their client all treatment rooms are tidy and all client forms are completed. (clock in and out system to be followed strictly)

Performance Reviews will be conducted on a quarterly basis by management, this will be closely followed with the KPI of the position.

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____